

HEALTH BENEFITS E-NEWS

*Department of Human Resource Management
Office of Health Benefits*

July 5, 2017

Express Scripts, Inc. (ESI) Pharmacy File

Anthem is currently working with ESI to resolve issues with a July 3rd ESI pharmacy membership file that caused inadvertent termination of pharmacy benefits for approximately 118,000 members across all of Anthem's customers. We know that this has impacted some Commonwealth of Virginia and The Local Choice employee and non-Medicare eligible members. Members affected should be reinstated by tomorrow, July 6, 2017.

The system may show random ESI termination dates.

Members who experience issues with their pharmacy coverage should call Anthem at 1-800-552-2682. In many cases, the coverage can be reinstated manually. Be aware that wait times may be longer than usual.

We appreciate your patience while this issue is being resolved.

Please do not reply to this e-mail. You may send inquiries to the Office of Health Benefits mailbox at ohb@dhrm.virginia.gov.